

# Flights from Frankfurt: Disruptions expected on 15 March 2022 due to a strike by security personnel

*Due to a strike by security personnel at Frankfurt (FRA)*

*airport planned for Tuesday, 15 March 2022, there will be considerable restrictions in ground handling and at the security checks at the airport. In addition, short-term flight cancellations may occur.*

*Important information for passengers departing from Frankfurt on 15 March 2022 (passengers originating in Frankfurt):*

*According to the airport operator, the security checkpoints outside the transit area will remain closed throughout the day. Thus, originating passengers departing from Frankfurt on 15 March 2022 will not be able to pass through the legally required security checks and get to their flights. The airlines of the Lufthansa Group therefore strongly advise passengers who wish to fly from Frankfurt on 15 March 2022 to avoid coming to the airport.*

*Important information for passengers traveling to Frankfurt Airport with Lufthansa Express Rail or Bus:*

*Passengers will not be able to change from the public area to the security area in Frankfurt. For this reason, a departure from Frankfurt will not be possible for passengers arriving with Lufthansa Express Rail or Lufthansa Express Bus. There will be no possibility to reach the connecting flight.*

*Important important for passengers transiting through  
Frankfurt on 15 March 2022 (transit passengers):*

It is expected that transfer processes for connecting passengers in the transit area will still largely be possible. Nevertheless, transfer passengers should also expect disruptions and delays due to the strike. *Transit passengers must not leave the transit area in Frankfurt under any circumstances. It will then no longer be possible to return to this area and to the departure gate.*

*Part 1 – Goodwill policy (TWP 2204) for  
rebooking/reissue/refund of flights which are not cancelled*

Passengers

- whose OS/SN/LH/LX/EN ticket (257/082/220/724/101) has been issued on/before 14 March 2022, *and*
- with an original confirmed ticketed date of travel on 15 March 2022, *and*
- with a booked Austrian Airlines/Brussels Airlines/Eurowings/Lufthansa/SWISS/Air Dolomiti/Eurowings Discover flight (operated by OS/LH/SN/EW/LX/EN/4Y) from Frankfurt (FRA), *or*
- with a booked flight operated by other airlines (OAL) with OS/SN/LH/LX flight numbers (“code share”) from Frankfurt (FRA)

*may rebook once free of charge or have their ticket refunded free of charge.*

The following rules apply to *rebookings*:

- Rebooking on an alternative Lufthansa Group flight/connection (flight number and operated by: OS, SN, EW, LH, LX, 4Y) – in the original booking class or, alternatively, in the originally ticketed compartment.
- Rebooking on flights operated by other airlines (OAL) – in the original ticketed booking class only
- New travel date on/after 15 March and on/before 20 March 2022
- The change of origin/destination is not permitted
- In the case of reissues the endorsement entry must read: *TWP2204*

You can do the *rebooking/reissue* in accordance with this goodwill policy (TWP 2204) *without having to request a waiver* from your Lufthansa Group Agency Support.

The following rules apply to the *refund*:

- The ticket can be refunded on a voluntary basis (provided all prerequisites as described above are fulfilled) – any cancellation/refund penalty is waived. This is also valid for non-refundable tickets. OPC and DCC (YR) remain non-refundable.
- Please enter the *waiver code* “*TWP2204*” in the refund transaction
  - *Amadeus*: TRFU/WA TWP2204

- *Sabre*: After direct refund “WFR” entry, enter “TWP2204” in the waiver box
  - *Galileo/Travelport*: Start direct refund via TRNE entry. Enter “TWP2204” in the waiver box (A/L authority)
  - *Infini*: Enter “TWP2204” under Refunds “Reason Code”
  - *Axess*: Enter “TWP2204” under “A/L Authority” in the refund template
  - *Farelogix/SPRK*: Enter “TWP2204” in the Refund window “Waiver code box”
- You can do the refund in accordance with this goodwill policy (TWP 2204) and entry of the waiver code without having to request a waiver from your Lufthansa Group Agency Support

## *Part 2 – Lufthansa Group rules for rebooking/reissue/refund for cancelled flights*

*Customers affected by a flight cancellation can rebook once free of charge or have their ticket refunded. You are welcome to make rebookings/reissues/refunds for cancelled flights on Austrian Airlines/Brussels Airlines/Lufthansa/SWISS tickets yourself in accordance with the [Schedule Change/Irregularity Policy for Travel Agents \(OS/SN/LH/LX\)](#).*

*Please note:* The Schedule Change/Irregularity Policy only applies to flights which have already been cancelled.

The Lufthansa Group airlines regret the inconveniences caused and will do their utmost to keep the effects of the strike to a minimum.

Last update:  
14.03.2022 13:38 Hours CET